" The righteous cry out, and the LORD hears them; he delivers them from all their troubles. The LORD is close to the brokenhearted and saves those who are crushed in spirit."
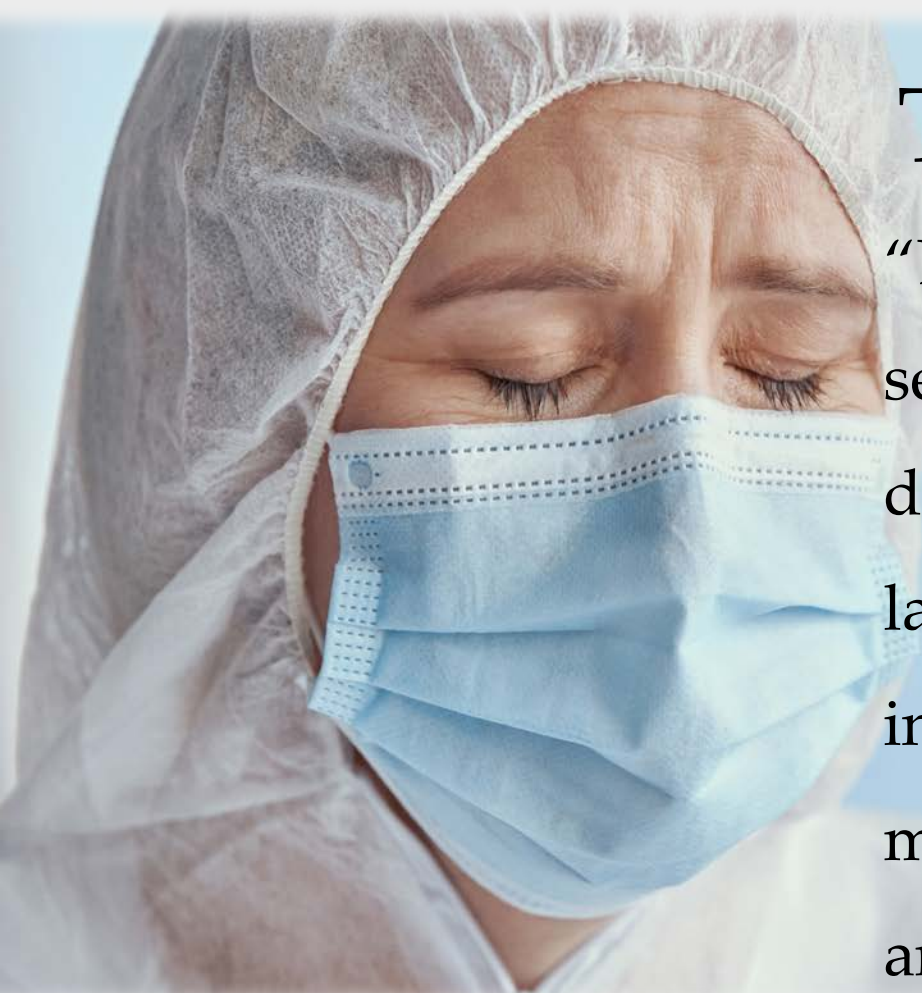
Psalm 34:17-18

# Session Objectives

- Identify types of trauma impacting healthcare staff.

- Describe trauma-informed leadership practices.

- Explore ways of building resilient and restorative teams.

# TRAUMA

"Emotional response to an event or set of events that are emotionally disturbing or life-threatening with lasting adverse effects on the individual's functioning and mental, physical, social, emotional, and/or spiritual well-being."

# Types of Trauma



- Macro (larger group impact) Trauma
  - Natural Disaster, human trafficking, war, terrorist attack, extreme poverty, etc.
- Micro (personal/individual impact)Trauma
  - Divorce, legal, death of loved one

- Chronic Repetitive Trauma
  - War, homelessness, poverty, refugee, violence

# Cultural, Historical, and Collective Trauma

Racism

Slavery

Genocide

War
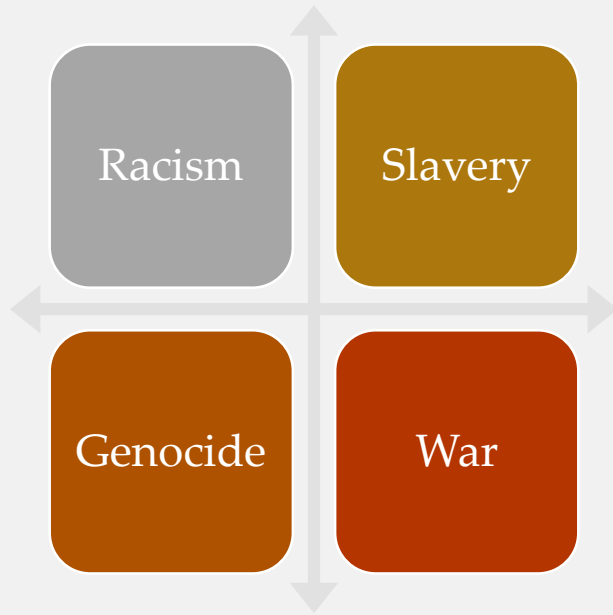
# Trauma Reactions Among Health Care Workers

**Secondary Traumatic Stress**

Emotional distress facing caregivers overwhelmed by hearing/observing patient's trauma.

# Trauma Reactions Among Health Care Workers

## **Vicarious Trauma**

- May experience aspects of the patient's trauma as if it happened to them.

- Shift in a person's attitude and world view after prolonged exposure to patient suffering and trauma.

# Symptoms and Signs of Trauma Distress

## Behavioral

- Withdrawal/Isolation
- Sleep disturbance
- Appetite change
- Irritable and impatient
- Substance/Alcohol Abuse
- Startle response

## Physical

- Increased heart rate
- Difficulty breathing
- Muscle and joint pain
- Impaired immune system
- Increased severity of medical concerns
- Headaches

# Symptoms and Signs of Trauma Distress

## Emotional and Psychological

- Lingering feelings of anger, rage and sadness about patient's victimization

- Becoming overly involved emotionally with the patient

- Experiencing bystander guilt, shame, feelings of self-doubt

- Being preoccupied with thoughts of patients outside of the work situation

- Over identification with the patient (having horror and rescue fantasies)

- Loss of hope, pessimism, cynicism

- Distancing, numbing, detachment, cutting patients off, staying busy.

What trauma impacts your health care workers today?

# Guiding Principles of a Trauma Informed Approach

1. SAFETY

2. TRUSTWORTHINESS & TRANSPARENCY

3. PEER SUPPORT

4. COLLABORATION & MUTUALITY

5. EMPOWERMENT VOICE & CHOICE

6. CULTURAL, HISTORICAL, & GENDER ISSUES

SAMHSA's National Center for Trauma-informed Care

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# Trauma-Informed Leadership Approach: Safety

- Empathy and compassion
- Presence to listen and acknowledge
- Environmental and Psychological Safety

Not: "What's wrong with this person?"

Rather: "What happened to this person?"

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# Trauma-Informed Leadership Approach: Trustworthiness

- Honest and transparent with staff and community.

- Share aspirations and limitations.

- Open communication

# Trauma-Informed Leadership Approach: Collaboration

- Relationship building
- Shared purpose and power
- Culture of belonging and value

# Trauma-Informed Leadership Approach: Empowerment

- Strengths and experiences are affirmed
- People-centered
- Building Skills

IMAGO DEI
THE IMAGE OF GOD

"So God created man in his own image, in the image of God he created him; male and female he created them." Genesis 1:27

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# Trauma-Informed Leadership Approach: Peer Support

# Trauma-Informed Leadership Approach: Peer Support

- Healing through sharing stories

- Sacred community

- Freedom to be vulnerable

# Trauma-Informed Leadership Approach: Cultural, Historical, and Gender Issues



- Actively opposes stereotypes, biases and inequity.

- Recognized historical, cultural, and systemic trauma.

Trauma-Informed Leaders
Build Resilient and Restorative Teams

Resilient & Restorative

Communication

Compassion

Connection

"Let us not get tired of doing good, for we will reap at the proper time if we don't give up."

Galatians 6: 9

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**Thank You!**
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